

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 6257     **TITLE:** PRINTING SERVICES MANAGER     **GRADE:** S-24

**DEFINITION:**

Under direction, manages printing services for County and School agencies; serves as liaison and point-of-contact between customers and vendors; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

This is a management level class with full technical responsibility for all printing work.

**ILLUSTRATIVE DUTIES:**

Plans and prioritizes customer agency printing requests by balancing requirements and resources to ensure customer satisfaction;

Recommends most effective and productive method to complete requests, either in-house or contract vendor;

Oversees and prepares job estimates and manages comprehensive cost tracking system;

Participates in formulating printing services budget requirements;

Oversees inter-agency billing process;

Oversees supply and equipment ordering process and supervises inventory management of production supplies;

Interprets, communicates and ensures adherence to federal, state and local regulations, including safety mandates;

Monitors contract compliance for printing work performed by outside vendors;

Provides direct supervision to printing supervisory and customer service specialist staff and indirect supervision to operations staff;

Routinely reviews work products and processes to ensure quality control, customer satisfaction and efficient use of resources;

Modifies operations design to promote productivity and efficiency;

Maintains liaison with user agencies and vendors, receiving and resolving customer complaints and providing guidance on optimal printing options;

Keeps current on technological advances in printing industry and identifies innovative techniques to increase productivity;

Supervises and participates in the completion of special projects as needed by senior management;

Apprises senior management on technical and administrative printing issues.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Thorough knowledge of printing, reproduction, and bindery operations and procedures including maintenance and minor repair work;

Considerable knowledge of effective supervisory techniques;

Knowledge of printing and paper stock, bindery supplies and other printing materials;

Knowledge of and ability to use printing equipment, including computerized equipment;

Knowledge of arithmetic to develop cost estimates and monitor expenditures;  
Knowledge of and familiarity with personal computer-based business applications;  
Knowledge of federal, state and local regulations related to printing and safety;  
Ability to communicate effectively, both orally and in writing;  
Ability to maintain effective relationships with user agencies.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience, and training equivalent to:  
High school graduation or a G.E.D. issued by a state department of education; PLUS  
Six years of experience in printing operations, including two years of supervisory experience.

**CERTIFICATES AND LICENSES REQUIRED:**

None.

ESTABLISHED:

May 20, 1996